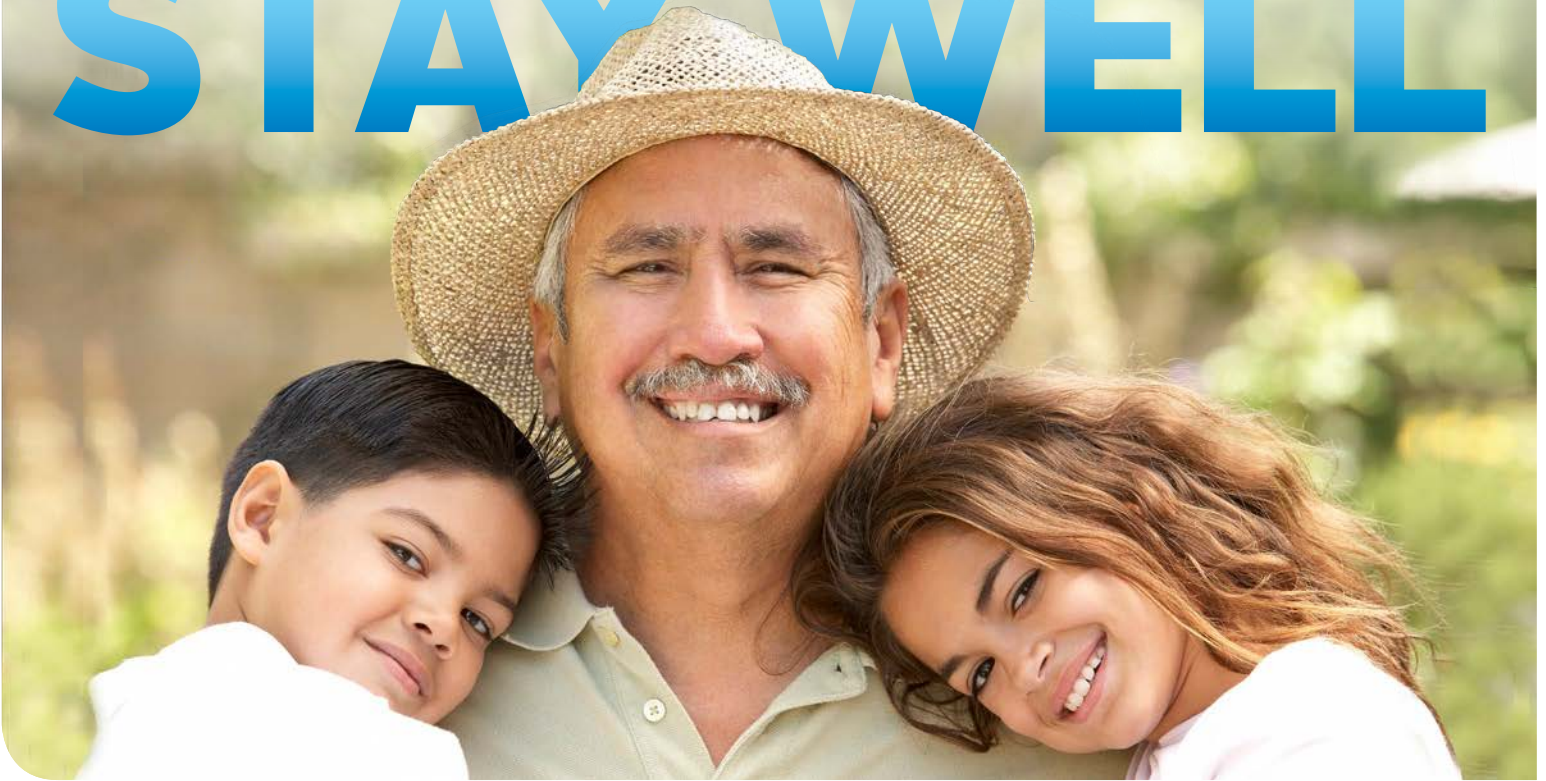


GET CARE, STAY WELL

A newsletter for members
of AmeriHealth Caritas
Pennsylvania



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Keep your family smoke-free and tobacco-free.

Smoking and tobacco use can affect the whole family. It's important to keep everyone in your home smoke-free and tobacco-free. Go to page 2 to learn more.



AmeriHealth Caritas
Pennsylvania



Keep your family smoke-free and tobacco-free

According to the Centers for Disease Control and Prevention (CDC), 1 in 5 high school students uses tobacco. And more than 36 million adults were current cigarette smokers in 2015. Tobacco use causes damage to your body. This includes smoking cigarettes, chewing tobacco, and dipping snuff. Smoking and tobacco use can affect the whole family. It's important to keep everyone in your home smoke-free and tobacco-free.

Here are some things you can do to protect your family:

- Talk with your child about smoking and tobacco use and how it can harm their health.
- If your child or family member smokes or uses tobacco, talk with them about quitting. Help them get ready for the day they plan to quit.
- Protect your family from secondhand smoke.
 - Do not allow people to smoke in your home or car (an open window will not clear the smoke from the air).
 - Do not go to stores, restaurants, or other businesses that allow smoking.
 - Do not spend time with people who will smoke around you.

Do you or a family member smoke or use tobacco? We can help you quit, no matter your age.

Resources available to AmeriHealth Caritas Pennsylvania members:

- Members are eligible for 70 tobacco cessation counseling sessions per calendar year. Each session is a 15-minute face-to-face counseling session, either on your own or in a group.
 - You do not need a referral or pre-approval to go to a counseling session.
 - The provider must be a part of the Pennsylvania Medical Assistance program. The provider must also be approved by the Pennsylvania Department of Health.
 - Talk with your doctor about finding a provider near you. You can also call AmeriHealth Caritas Pennsylvania Member Services at **1-888-991-7200 (TTY 1-888-987-5704)** for help finding a provider.
- With your pharmacy benefits, you can get medicines to help you quit. Talk with your doctor about which medicine is best for you and ask for a prescription.

Pennsylvania also offers the PA Free Quitline. Call 1-800-QUIT-NOW (1-800-784-8669) or go to <https://pa.quitlogix.org/en-US/> to learn more.

Quality care for our members

AmeriHealth Caritas Pennsylvania has a mission to help people get care, stay well, and build healthy communities. Our Quality team supports this mission by monitoring the health care and services you and your family get.

The Quality department works behind the scenes, but you can also find us at the front line in your communities. This is one way we help our members stay healthy and get the care they need. Here are some other ways the Quality team helps our members:

- Reaches out to help you get needed care and health education.
- Brings care to where you are. Our Community Health Navigators are in the community and visit members in their homes to connect members to the care they need.
- Creates programs to serve members with special health care needs.
- Surveys members and providers and uses the answers to improve our services.
- Reviews the quality of care and services given by our providers like medical, dental, vision, and pharmacy.

To view our 2017 Quality Improvement (QI) program accomplishments and goals for 2018, please visit the Members section of www.amihealthcaritaspa.com, click **Information for You**, and then click **Quality Improvement (QI) program**. If you would like more information but do not have access to the internet, please call Member Services at **1-888-991-7200 (TTY 1-888-987-5704)**.



The screenshot shows the website's navigation bar with links for Members, Miembros, Providers, Pharmacy, Community, and Preventive Care Center. Below the navigation is a header image of a family (a woman, a man, and a child) sitting outdoors. The main content area is titled 'Quality care' and contains the following text:

Members

Benefits
Leaving the hospital
Preventive/outpatient care
When you are sick

Member portal

Find a provider

Pharmacy (prescription) benefits

Information for you

Health and wellness

Health programs

Frequently asked questions

How to enroll

Important numbers

Quality care

AmeriHealth Caritas Pennsylvania has a mission to help people get care, stay well, and build healthy communities.

Our Quality team supports this mission by monitoring the health care and services you and your family get.

Our goal is to improve the health and wellness of our members. The Quality department works behind the scenes, but you can also find us at the front line in your communities. Our team:

- Offers health and disease programs for you.
- Reaches out to members to help them get the care and health education they need.
- Studies our in-house medical and service routines to see how we can do better.
- Creates programs to serve our members who have special health care needs.
- Surveys members and providers and uses the answers to improve our services.
- Reviews the quality of care and services given by AmeriHealth Caritas Pennsylvania medical, dental,



Talk with your doctor about your antipsychotic medicines

Antipsychotics are medicines used to treat psychotic disorders. Psychotic disorders are serious mental illnesses that change how the brain works. A psychotic disorder can make it hard to tell the difference between what is and is not real. This may make it hard for someone to think, act, or feel normally.

Taking your medicines as your doctor tells you is one of the most important things you can do. This is especially important if you take antipsychotics. If you take antipsychotics, remember:

- Take your medicine as your doctor tells you.
- Have regular checkups with your doctor.
- Talk with your doctor about side effects and concerns you may have.

Talk with your doctor or pharmacist if you need help getting medicines. Your doctor and pharmacist are here to help you.

If you think you have mental illness, talk with your doctor. You can also call the behavioral health insurance company for your county.

Adams	1-866-738-9849
Berks	1-866-292-7886
Cameron, Clarion, Clearfield, Elk, Forest, Huntingdon, Jefferson, McKean, Potter, Warren	1-866-878-6046
Crawford, Mercer, Venango	1-866-404-4561
Cumberland, Dauphin, Lancaster, Lebanon, Perry	1-888-722-8646
Erie	1-855-224-1777
Franklin, Fulton	1-866-773-7917
Lehigh	1-866-238-2311
Northampton	1-866-238-2312
York	1-866-542-0299

Pregnancy and your mouth

Did you know?

- Women who get dental care during pregnancy are less likely to have a baby that is born too early or too small.
- Increased levels of hormones during pregnancy increase blood circulation to your gums.
- Increased blood flow can cause your gums to bleed or to become swollen or very tender.

This is why it is important to take good care of your teeth and gums while you are pregnant.

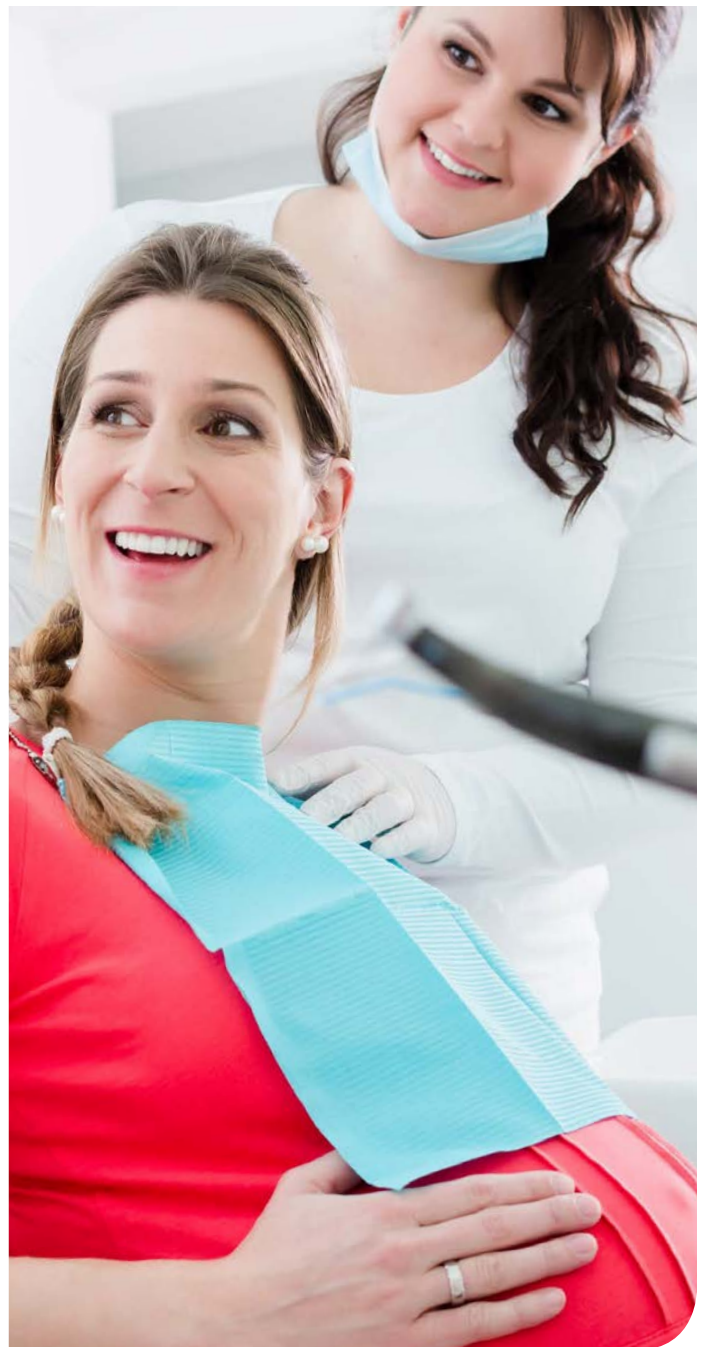
Here are 3 things you can do to help take care of your mouth.

- 1. Go to the dentist** for a routine checkup and cleaning as soon as you know you are pregnant.
- 2. Brush and floss every day.** Talk with your dentist about how often you should brush and floss. Use a soft bristle toothbrush and try using toothpaste for sensitive teeth.
- 3. Eat a balanced, healthy diet** containing dairy products which help your baby's teeth, gums, and bones develop. Eat fewer sweets like soda, candy, cookies, and other sweets that can cause gum disease and tooth decay.

For more information, call Bright Start® at **1-877-364-6797 (TTY 711)**. Bright Start is the prenatal program for AmeriHealth Caritas Pennsylvania. The Bright Start program wants to help you have a healthy pregnancy.

Need help finding a dentist?

Visit us at www.amerihhealthcaritaspa.com and click **Find a Provider**. You can also call Member Services at **1-888-991-7200 (TTY 1-888-987-5704)**.



Find information about your prescription benefits online

Visit AmeriHealth Caritas Pennsylvania's website for information about:

- How your prescription benefits work.
- The AmeriHealth Caritas Pennsylvania drug formulary. A formulary, also called a preferred drug list (PDL), is a list of medicines that AmeriHealth Caritas Pennsylvania covers.
- Limits and exceptions.
- Prior authorization.
- Step therapy.

Talk with your doctor or pharmacist if you have questions about your medicines. You can also call AmeriHealth Caritas Pennsylvania Member Services at **1-888-991-7200 (TTY 1-888-987-5704)**.

For the most up-to-date formulary list, visit www.amerihhealthcaritaspa.com. You can also call AmeriHealth Caritas Pennsylvania Member Services at **1-888-991-7200 (TTY 1-888-987-5704)**.



What to do if you ...

... Need health care services

Call your primary care practitioner (PCP) for an appointment. Your PCP is the first person to call with any questions about your health. If your PCP thinks you need surgery or other special treatment, you can ask to see another doctor. This is called a “second opinion.” If you want a second opinion, ask your PCP to refer you to another specialist in a different practice within the AmeriHealth Caritas Pennsylvania network.

... Need special services

Sometimes members have special medical conditions. AmeriHealth Caritas Pennsylvania can help with dental or eye care; get you in touch with community organizations and behavioral health insurance companies that can help you; and help you find social service agencies that can work with you.

... Need care after hours or when your doctor’s office is closed

If you need care when your doctor is not available and it is not an emergency, call the Nurse Call Line at **1-866-566-1513 (TTY 711)**, visit an urgent care center, or leave a message for your doctor to call you back. If it is an emergency, call **911** or go to the nearest emergency room.

... Need help finding a doctor

Check our online provider directory to find a doctor close to your home. If an AmeriHealth Caritas Pennsylvania doctor in our specialist network cannot provide a medically necessary, covered service, we will approve for you to see a doctor out of the AmeriHealth Caritas Pennsylvania network.

... Get a bill from a health care provider

As an AmeriHealth Caritas Pennsylvania member, you don’t have to pay for medically necessary covered services.*

... Want to voice a dissatisfaction

If you have questions or concerns about your AmeriHealth Caritas Pennsylvania benefits or services, please call Member Services or follow the directions in your Member Handbook.

... Want to file a complaint or grievance, or request a fair hearing

We can help you with a complaint, grievance, or fair hearing. Call Member Services or follow the directions in your Member Handbook.

Need more information and don’t have access to the internet or a Member Handbook? Call Member Services at **1-888-991-7200 (TTY 1-888-987-5704)**.

*There may be times when you will have to pay a copayment.

Employment resources may be available to you

Do you receive Temporary Assistance for Needy Families (TANF) and/or Supplemental Nutrition Assistance Program (SNAP) benefits? If so, employment programs may be available to you through the Department of Human Services (DHS) to help you:

- Prepare for a new job.
- Find a job.
- Keep your current job.

For more information, call your case worker at the County Assistance Office.

Naloxone can help save a life

Naloxone, sold under the name Narcan® Nasal Spray, is a medicine that can reverse an opioid overdose and save lives. Naloxone is a covered medicine for AmeriHealth Caritas Pennsylvania members and has no copay. You do not need a prescription from your doctor to get Naloxone. Talk with your doctor or pharmacist if you have questions about Naloxone. For more information, visit www.health.pa.gov.

You can visit www.amerhealthcaritaspa.com for more information on opioid treatment. You can use the link on the home page or go to the Members section and click **Health and wellness** and then click **Opioid epidemic**.

The more we know, the healthier you can be

Your race and ethnicity can have effects on your health. Your genes and culture can make you more likely to develop some diseases.

AmeriHealth Caritas Pennsylvania wants to help you get the care and information that's best for you. To do this, we need to know more about you. We may ask for your race, ethnicity, and the written and spoken language you prefer. You do not need to share this information with us.

Your information will stay private. We will only share it with your doctor and other health care providers. They also need to know you better.

Go to www.amerhealthcaritaspa.com > **Members > Information for you > Your culture, your health and you** for more information. You can also call Member Services at **1-888-991-7200 (TTY 1-888-987-5704)**.

Congratulations to our Children's Art Program first place winners!

Giovanni Garcia
K to 2nd grade



Aubrianna Ramirez
3rd to 5th grade



Hailey Sands
6th to 8th grade



The theme for 2018 was **What do you do to stay active and healthy?**

Be on the lookout for the 2019 **Children's Art Program** theme and application.



What Is A Healthy Breakup? (For Teens)

Relationships can be great, but there may come a time when it is no longer what a person wants. A healthy breakup is as crucial as a healthy relationship and can affect health now and later. A breakup should be based on the same rules of respect, dignity and healthy contact as a healthy relationship. Here are some tips for going through a healthy breakup.

A Healthy Breakup Means To:

- Give the person space to talk about feelings and needs
- Hear what the person has to say
- Respect the reason for calling it off
- Give time and space for healing and thinking
- Say things that support the person, even when upset about the breakup
- Be trustworthy
- Act as an equal and treat the person as an equal
- Behave in ways that show you accept the relationship has ended

A Healthy Breakup Means NOT To:

- Break up over text or social media
- Insult the person
- Share private information with others

- Post about the breakup on social media
- Use force or threats
- Damage the person's reputation
- Hurt the person physically or sexually
- Call, text or visit the person when it is not wanted
- Stalk the person online, through friends or in person
- Make demands on the person's time, money, property or space
- Convince the person to stay in the relationship

If, after a breakup, a person feels upset and wants to hurt him- or herself or others, that person should get help from a trusted counselor, parent, doctor or nurse.

Anyone who has been abused may call the National Dating Abuse Helpline to talk or get advice from a teen or adult: **1-866-331-9474 [TTY 1-866-331-8453]**.

Or visit the websites:

<http://www.loveisrespect.org/>

<http://www.loveisnotabuse.com/>

<http://www.thatsnotcool.com/>

To find the domestic abuse program nearest you, visit <http://www.pcadv.org/> and click on **Find Help** or use the **Find Help** map on the home page.

This article is brought to you by the Department of Human Services.



American Academy of Pediatrics Recommends WIC Participation

Submitted by Evelyn Arnold, M Ed, RD, LDN,
Department of Health, Public Health Nutrition Consultant

The American Academy of Pediatrics say that good nutrition during pregnancy and early childhood is important for a child's brain and lifelong mental health. The brain grows and changes rapidly, starting early in pregnancy and continuing until your child's third birthday. This allows your child to hear, see, think and learn as he or she grows. Good nutrition early in life may help your child do better in school and may also prevent behavior and health problems.

Eating a variety of foods and gaining the right amount of weight while pregnant will help your baby's brain grow properly. Foods with protein, zinc, iron, healthy fats and certain vitamins and minerals are especially important. Early in pregnancy, check with your doctor to see if you need a vitamin supplement.

During the first year of life, breastfeeding is the best choice to help your baby's brain develop. If you do not breastfeed, iron fortified formula can give your baby the nutrients he or she needs. At about 6 months old, your baby will be ready to try other foods that are also important. Ask your doctor or WIC nutritionist about how to start new foods.

The American Academy of Pediatrics recommends enrolling in the WIC Program to help you get the good nutrition that you and your baby need.

The WIC Program:

- Helps you learn about healthy eating during pregnancy;
- Helps you gain the right amount of weight during pregnancy and lose weight after delivery if needed;
- Provides breastfeeding support and breast pumps if needed;
- Gives you tips and provides you answers to any concerns about feeding your infant and young child;
- Screens you and your child for anemia and provides high iron foods to help prevent anemia; and
- Provides foods that contain protein, iron and vitamins which are important for brain development.

Reference: <http://pediatrics.aappublications.org/content/pediatrics/early/2018/01/18/peds.2017-3716.full.pdf>.



To see if you are eligible for the WIC Program or to make an appointment, visit www.pawic.com or call 1-800-WIC-WINS. This institution is an equal opportunity provider.

This article is brought to you by the Department of Human Services.

AmeriHealth Caritas Pennsylvania complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

AmeriHealth Caritas Pennsylvania does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

AmeriHealth Caritas Pennsylvania provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

AmeriHealth Caritas Pennsylvania provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact **AmeriHealth Caritas Pennsylvania** at **1-888-991-7200** (TTY **1-888-987-5704**).

If you believe that **AmeriHealth Caritas Pennsylvania** has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

AmeriHealth Caritas Pennsylvania,
Member Complaints Department,
Attention: Member Advocate,
200 Stevens Drive
Philadelphia, PA 19113-1570
Phone: **1-888-991-7200**, TTY **1-888-987-5704**,
Fax: **215-937-5367**, or
Email: PAmemberappeals@amerihealthcaritas.com

The Bureau of Equal Opportunity,
Room 223, Health and Welfare Building,
P.O. Box 2675,
Harrisburg, PA 17105-2675,
Phone: **(717) 787-1127**, TTY/PA Relay **711**,
Fax: **(717) 772-4366**, or
Email: RA-PWBEOAO@pa.gov

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, AmeriHealth Caritas Pennsylvania and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services,
200 Independence Avenue S.W.,
Room 509F, HHH Building,
Washington, DC 20201,
1-800-368-1019, **800-537-7697** (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Nondiscrimination Notice

ATTENTION: If you speak English, language assistance services, free of charge, are available to you.

Call: 1-888-991-7200 (TTY: 1-888-987-5704).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-991-7200 (TTY: 1-888-987-5704).**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-888-991-7200 (телетайп: 1-888-987-5704).**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-888-991-7200 (TTY : 1-888-987-5704)**。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-888-991-7200 (TTY: 1-888-987-5704).**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-888-991-7200 (رقم هاتف الصم والبكم: 1-888-987-5704).**

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् **1-888-991-7200 (टिटिवाइ: 1-888-987-5704) ।**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-888-991-7200 (TTY: 1-888-987-5704)** 번으로 전화해 주십시오.

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ ក៏អាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ **1-888-991-7200 (TTY: 1-888-987-5704)។**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-888-991-7200 (ATS : 1-888-987-5704).**

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် **1-888-991-7200 (TTY: 1-888-987-5704)** သို့ ခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-888-991-7200 (TTY: 1-888-987-5704).**

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-888-991-7200 (TTY: 1-888-987-5704).**

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন **1-888-991-7200 (TTY: 1-888-987-5704)।**

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në **1-888-991-7200 (TTY: 1-888-987-5704).**

सुचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો **1-888-991-7200 (TTY: 1-888-987-5704).**

AmeriHealth Caritas Pennsylvania
8040 Carlson Road
Suite 500
Harrisburg, PA 17112

Want the newsletter in Spanish?

You can find the member newsletter in Spanish on our website. Visit the Spanish member center at www.amerihealthcaritaspa.com and click on **Información de enfermedades y la salud** and then **Boletín del miembro**. You can also call Member Services at **1-888-991-7200 (TTY 1-888-987-5704)** to get a copy.

¿Quiere el boletín informativo en español?

Usted puede encontrar el boletín informativo del miembro en español en nuestro sitio de Internet. Visite el centro para los miembros en español en www.amerihealthcaritaspa.com y haga clic en **Información de enfermedades y la salud** y luego **Boletín del miembro**. Para obtener una copia, también puede llamar el departamento de Servicios al Miembro al **1-888-991-7200 (TTY 1-888-987-5704)**.

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ACPA-18200942


AmeriHealth Caritas[™]
Pennsylvania
www.amerihealthcaritaspa.com

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